1

Previous references.

1915.

(E. A-B.)

File No. 36-14

Serial Nos. 1, 2, 3.

Later references.

77 E. 19

P

GENERAL AND REVENUE SECRETARIAT.

Serial Nos. 1, 2, 3

Part B. for

SUBJECT

Disposal Number System.

(35/4)

1. Pol. 773 dated 9.2.15. To the First Assistant Resident requests that the Madras Govt may be kindly moved to permit Mr N. Madhava Rao B.A.B.L. Asst. Secretary Mysore Govt who has been deputed to study the Disposal number System at Madras & Mangalore.

2. From the First Assistant Resident No 1279 dated 22nd February 1915 stating that the Madras Govt have instructed the Board of Revenue and the Collector of South Canara to give all necessary facilities to Mr N. Madhava Rao.

3. G.O. No G. 9483/E.A 36-14 dated 2.3.15 deputing Mr N. Madhava Rao B.A.B.L. Asst. Secretary Mysore Govt to the study the Disposal number System at the Board of Revenue Madras and at the Collectorate of South Canara for a fortnight in March 1915.

GPB—4,000—4-7-11

G.R.S. 111 1914-15

GENERAL AND REVENUE SECRETARIAT.

G & RB

NOTES.

File No. 36-14

FILE HEADING.

Disposal Number System.

From

No.	Dated	Received

Diary No.	Enclos.	Spare Copies.	Serial No.

BRIEF ABSTRACT OF LETTER.

NOTES AND ORDERS.

I herewith submit a note on the Disposal Number System which is followed in the Madras Presidency for the purpose of registering and filing correspondence. So far as one can judge from a book

NOTES—First Sheet.

Serial No.

Knowledge of the subject, the system seems to be admirably well adapted to the requirements of most of the subordinate offices in this State. The primitive methods now followed are the source of a good deal of delay and confusion. Prima facie, they could be avoided and public business could be speeded up by the adoption of the Disposal Number System. Its main advantages are :-

(1) It enables the Head of an office to keep a perfect control over his correspondence. He would be able, by a little attention, to spot and curtail delay at every stage in the disposal of a paper, from its reception to the time it is placed in the record room.

(2) It enables papers sent to the record room being traced speedily and without trouble.

(3) It enhances the security of records, and minimises chances of loss by wilful abstraction.

NOTE—Contn. sheet.

GPB—60,000—7-11-15

Serial No.

(4) It facilitates the preparation of arrear lists.

(5) It is not complicated.

MM
13/1/15

Secretary)

I had occasion to study the Disposal Number System practically, in 1895 in the office of the Revenue Board Madras. Though my reference is somewhat old, I have little doubt that the fundamental principles on which the System cannot have undergone material variations. The System is a most promising one for Subordinate offices and it is in force in the Civil Courts of this State in a modified form, as regards cases — not correspondence.

3 Mr Madhava Rao's Note furnishes sufficient information about the utility of the System for Subordinate offices in Mysore to justify the deputation of Mr Madhava Rao to Madras (Rev B°) and to the headquarters of a Collectors office for a practical study of the method. The period of deputation need not exceed a fortnight and the deputation itself will have to be settled in consultation with the Hon'ble the Resident.

4 This deputation is in my opinion, a very necessary preliminary to further action in regard to the Disposal Number System and Mr Madhava Rao can go on deputation in Feb next

NOTE—Contn. sheet.

GPB—60,000—7-11-15

General and Revenue Secretariat. | G A File No. 36 of 1914-15

Serial No.

[redacted]

if the Diwan approves.

Diwan) Durga Prasad 15/1

3841
15-1-15

To be treated as urgent under Disposal.

I agree. Please take all necessary action.

Draft/S Durga 28/1

28.1.15 RO

b

A draft letter to the Raja & a draft Submission Note are put up.

4195
2-2-15

Diwan) Durga Prasad 2/2

GPB—60,000—7-11-13

5 6

DRAFT SUBMISSION NOTE.

7 The present system of correspondence in the offices of the State has been found defective in several respects, and the necessity of effecting a reform in it has been borne in upon me on several occasions during the inspection of offices. The Disposal Number System followed in the Madras Presidency is highly spoken of as calculated to secure facility of referencing and other advantages, and its introduction into our State has accordingly been suggested. It seems to me that in a matter like this, the merits of a system can only be judged from a study of its actual working, and I therefore propose to depute Mr. N. Madhava Rao, Assistant Secretary to Government, General & Revenue Departments, (EA Stamt) for about a fortnight, to study the system in the office of the Board of Revenue, Madras, and in the Collector's office at

Mangalore where the vernacular is Kannada. The First Assistant to the Hon'ble the Resident will, if His Highness approves, be requested to make the necessary arrangements with the Madras Government.

Draft 2/2 2.2.15.

7 8

Submitted to His Highness.

8 The present system of correspondence in the offices of the State has been found defective in several respects, and the necessity of effecting a reform in it has been borne in upon me on several occasions during the inspection of offices. The Disposal Number System followed in the Madras Presidency is highly spoken of as calculated to secure facility of referencing and other advantages, and its introduction into our State has accordingly been suggested. It seems to me that in a matter like this the merits of a system can only be judged from a study of its actual working, and I therefore propose to depute Mr. N. Madhava Rao, Assistant Secretary to Government, General and Revenue Departments, (Efficiency Audit Branch) for about a fortnight to study the system in the office of the Board of Revenue, Madras, and in the Collector's office at Mangalore where the vernacular is Kannada. The First Assistant to the Hon'ble the Resident will, if His Highness approves, be requested to make the necessary arrangements with the Madras Government.

Draft for approval C.

MR

A. Krishnaraja
2nd Feb 1915.

98

Record of Cases submitted for the Orders of His Highness the Maharaja

Subject.

Deputation of Mr. N. Madhava Rao, Assistant Secretary to Government, -- E. A. Branch, to study the 'disposal number system' at Madras and Mangalore for about a fortnight.

696

Order.

~~KRW~~

6/2/15

To Leaders.

The period may be curtailed (already curtailed)

8.2.15. RO

11

Draw from V Dem 9/2

). R. S. 12]

General and Revenue Secretariat. | G.O. File No. 36 of 1914-15

Serial No.	
1	To the First Asst Resident. No. Pol. 773 dt 9/2/15 States that the Madras proposes to depute Mr. N. Madhava Rao, Asst Secy, to study the Postal Number System in the offices of the Revenue Board, Madras and of the Collector of South Canara and requests that the Madras Govt may be kindly moved to permit Mr. Madhava Rao to visit those offices.
2	From do - No. 1279 dt 22/2/15 States that the Madras Govt have instructed the Board of Revenue and the Collector of South Canara to give all necessary facilities to Mr. Madhava Rao. Submitted with draft order. Pr. II Mr. 24/2/15 may be considered. Pr. II for favour of opinion. Mr. 24/2/15 Subs PRO Asst. Pr. VIII) 24.2.15 no objection to the orders proposed being issued. 24/2

H. Mis. 1289 of 14.

GPB—25,000—2-11-14

R. S. 12]

General and Revenue Secretariat. | G & A File No. 36 of 1914-15

Serial No.

Sd/-
hw
24/2/15
Secretary)

new 24/2

The draft-order may be approved.

Dewan)

Draw ggblao 25/2
new 25/2

5685
25-2-15

Draft approved by Dewan.

1.3.15

Draw 1/3
new 2/3

M.R no 717/G-14

To Branch D for kindly issuing the order and Returning the file. (Vide Secy's order para 11 supra)-

hw
2/3/15

3

G.O. no G.9483/G.A 36-14 Dated 2.3.15-

Deputed Mr. N. Madhava Rao, Asst Secretary Genl & Rev Depts to Kindly the disposal number Enclosed at Madras and Mangalore for a fortnight in March 1915-

Copy to Comptroller, Mysore Govt. No G 9484 dt 2.3.15-

NOTE—Contn. sheet.

GPB—25,000—2-11-14

THE REGISTRATION AND ARRANGEMENT OF CORRESPONDENCE.

(THE DISPOSAL NUMBER SYSTEM)

According to our present method of registering correspondence, all communications sent from or received at an office, are entered chronologically and with serial numbers in two independent sets of registers which are known as "To" and "From" Registers and the relation of the several papers to one another is indicated by cross-references, i.e., by the number of the next or previous communication being noted against each entry. To put it concretely, if there be 50 communications in a file of correspondence, they are registered in 50 different places in two sets of office registers, the entries being linked up by means of the cross-references just spoken of. When completed, the papers are bundled up and sent to the record room and an acknowledgment (generally on a loose sheet of paper) is obtained from the Record Keeper. If the papers are subsequently required in connection with the same or any other subject, they are rarely returned to their -

their original places being in the majority of cases merged in the later disposal.

That referencing must be extremely difficult under such a system is obvious. One has laboriously to search through innumerable scattered entries in order to link up a correspondence from the registers, and if, as frequently happens, a single cross reference has been omitted, the search will end in a blind line. It is equally difficult to trace papers sent to the Records especially after the lapse of some time, and if they are found, the recovery will be as much due to good fortune as to the merits of the system.

Further the "From" and "To" Registers furnish no useful clue to arrears. As each paper and not each subject is treated as a new item, the total number of pending papers alone can be readily determined from the registers and not the total number of pending subjects, which is of far more importance. The practice of entering final and intermediate disposal without distinction adds to the difficulty.

Our present method is certainly simple, but that is perhaps its only merit. Its utility as a means of controlling and regularising correspondence seems to be of the smallest.

The adoption of a more rational method of registering and numbering correspondence seems to be a prime necessity. Of the numerous systems in use for this purpose, that of Madras seems to be best suited to official correspondence of any bulk. It is known as the Disposal Number System and its main principles are -

(1) that every paper on receipt is given a serial number by which it is known and referred to till final orders are passed on it,

(2) that the whole correspondence immediately connected with a paper is filed in chronological order till it is finally disposed of and

(3) that when disposed of, the file is given a final number in the disposal list, and is then indexed and arranged in the record room according to its serial number in the Disposal List.

(Standing orders of the Board of Revenue, page 286).

As regards the second point, there is nothing new. Chronological arrangement is followed even now in our correspondence. But as regards the other two points, a few remarks are necessary.

In this system, the place of our "From" and "To" Registers is taken by a single register in which all receipts and issues are registered on the principle of keeping together all entries relating to a given correspondence.

The register contains 8 columns headed as follows:-

1. Number in the register.
2. If from outside, outside date and number.
3. If from outside -
   (a) Number of enclosure,
   (b) Number of spare copies,
   (c) Court fee stamps affixed.
4. If from outside, date of receipt.
5. Purport of the current with catchword underlined.
6. Name of clerk to whom current was given for disposal.
7. Reference sent out -
   (a) Date and brief abstract of the reference, or copy of reference if sent in original.
   (b) Outside number and date of reply.

8. Number and date of disposal, if disposed of by number. Copy of the order of disposal in other cases.

The word "Current" used in the above means a paper under disposal.

Every paper initiating a correspondence is entered under a fresh serial number in the register but (and this constitutes the real departure from our present system) all subsequent papers connected with the correspondence bear also the same number and are registered alongside of the original paper. Thus a report received in an office is entered under columns 1 to 6 but if further information is called for on it, the requisition does not becomes a fresh item but is entered in column 7 (a) under the same number. When the information called for is furnished, it is entered in 7 (b). Any number of references and replies may be likewise entered in columns 7 (a) and 7 (b) till the correspondence is disposed of.

Reminders received are entered in column 2 and those issued to other offices in column 7 (a) in red ink. Ample space is provided for all these sub-entries.

Current which are not disposed of during the year in which they arise are

are carried forward to the register of the next year but with this number unaltered.

The advantage of the register is that it shows at a glance the various stages in the disposal of a paper. There is no need as at present to turn over numerous scattered entries in a double set of registers.

The Current Register further gives a ready and effective means of controlling arrears. The columns are so arranged as to expose delay and to show who is responsible for it. If a current register shows an entry in the last column, it means that the paper has been disposed of and sent to the Record Room. If there is an entry in column 7 (a) and none corresponding to it in 7 (b), it means that the paper is against some other office. If there is no entry in either of these columns or if they shpw an equal number of entries, the paper is pending in the office itself. In the case of papers pending in other offices, the red ink entries (of reminders) in column 7 (a) show the action taken by the clerk entrusted with the paper whose name is given in column 6. If the paper is in the office itself, it must be either with the disposing clerk or the -

the Record Keeper. For determining who precisely is responsible for it, the following arrangement is adopted Whenever a paper has to be sent to the records for referencing the disposing clerk notes the reference wanted on the file and sends it to the registering clerk, the latter passes it on the Record Keeper after noting the fact in column 6. Its return from the Records is similarly noted in the same column.

In this way, the whereabouts of pending papers can be determined with the greatest ease and perfect accuracy.

The Current Register is intended for papers generally. If there are any which from their nature are of special importance, extra current registers may be opened for them. Thus there may be extra registers for papers received from Government and Heads of Departments and for petitions. Slightly different headings would be necessary for the Petition Register, but there is no essential difference in the mode of keeping these registers.

The Current Registers generally suffice to show individual responsibility for arrears. But if where the establishment is large, it will generally be found convenient to have a personal register for each disposing clerk. The following is the form prescribed.

Date of receipt. 1	Number in Current Register. 2	Intermediate reference, reply or disposal. 3	Remarks 4

The instructions for writing it up are -

When a paper is given to a disposing clerk, he will enter in column 1 the date on which he received the paper; in column 2, he will enter the number which the paper bears in the current register ; and, should the paper be disposed of without any intermediate reference, he will enter the disposal in column 3. Should an intermediate reference be sent out, however, he will enter in column 3 the date of issue, and the name of the officer to whom it is sent; this item will

will thus be closed. At the same time, he will in this case enter the same reference (that is, "Further reference on current No. " and the name of the officer to whom it is issued), as a fresh item in column 2 against the date on which it is issued. When the reply is received, the number given to the reply by the outside office, and date of receipt, will be entered in column 3, and this entry will in turn be "closed"; but, as the paper is not yet disposed of, a fresh entry will, as before, be made in column 2 against the date of receipt, which will of course run "Reply to reference on current No. ". This process of double entries will continue till the final disposal is at last entered in column 3. When a current is sent to be referenced, the fact should be noted in the column of "Remarks" and attested by the registering clerk's dated initials".

There would be several papers which it would be unnecessary or inconvenient to bring into the general Current Registers. These are generally speaking of 2 classes -

(1) Papers which are noted in special or technical registers such as darkhast applications, complaint petitions and charge sheets in criminal cases, loan applications,&c.

(2) Periodical reports and returns.

For the latter, a special register is maintained with the following headings:-

(1) Number in the register.

(2) Name of the periodical

(3)&(4) Due dates - (3) incoming (4) out going.

(5) Name of clerk responsible.

(6) Number and date of reminders. received from superior - authority.

(7) Name of the officer from whom the periodical is due.

(8) Date of reminders sent to such officer.

(9) Date of receipt of periodical.

(10) Abstract of reference, if any sent from the office and date.

(11) Number and date of reply.

(12) Number and date of disposal if disposed of by number. Copy of the order of disposal in other cases.

The form of this register, it will be seen, is practically the same as that of the General Current Registers. The difference is that instead of being -

being booked up as they arise as in the ordinary Current Registers, the periodicals are displayed in current numbers beforehand.

The periodical register is maintained by the registering clerk. To enable the disposing to keep watch over the preparation of periodicals, he is required to keep a list of periodicals for which he is responsible, and to write up in respect of each return or report a docket in the following form a considerable time in advance of the due date -

Periodical due Current

Number of 191

Due to whom

Due date
- Incoming
- Outgoing
- Review

Subject

Office from which periodical is due 1	Date of reminders sent out. 2	Date of receipt of periodical 3	Page of the file 4

In the first column are printed names of all offices which usually sub mit returns. The offices not concerned with the particular return have to be deleted in making use of the form.

The controlling officers keep with them a calendar for the whole year shewing for each day the periodical returns due from the office, if any. As each periodical is sent, it is scored out in the calendar.

The Current and Periodical Registers above spoken of control the work of the office as regards correspondence and returns while they are pending. To trace them from the records after their disposal, there is a register known as the Disposal List. The headings of this register are -

(1) Disposal number.

(2) Date of disposal, if on a current or currents received, if not date of issue.

(3) If on a current or currents received, from whom received and number and date of communication.

(4) If on a current or currents received, register in which the current was entered and the number of the current in that register.

(5) Officer to whom the disposal is addressed.

(6) Number, year and branch of the last previous disposal on the same subject.

(7) Copy of record abstract.

(8) Date of despatch.

(9) Date of disposal by the Record Keeper with initials.

(10) Date on which the file was indexed and initials of indexer.

(11) If not to be destroyed ten years hence the year of destruction.

When the correspondence on any subject is closed, the file is given a serial number, entered in the Disposal List and transferred to the records where it is arranged according to its disposal number. It would no doubt be an advantage if the current number could be carried through and be the final record number but this is hardly possible. Disposal rarely follow the order of receipt and there will therefore be a very inconvenient discontinuity in the numbering of the papers sent to the record. Further as several currents often combine to form one disposal, the continued use of the current numbers is impracticable.

The disposals are entered in the list and arranged in the records in two series, papers to be permanently retained being separately entered from those which have to be destroyed after a period of years.

The Disposal List is written up concurrently with the fair copying of the drafts so that the file can be immediately sent to the Record room. The last 3 columns are so arranged as to show at once any delay that may occur in the transmission of the papers to the record. Delay in the indexing of disposed of papers is also easily detected. The records being arranged on shelf in unbroken series, deficiencies will be apparent and abstraction will be impossible. Another advantage of this arrangement is that the Record Keeper is relieved of the difficult (and at present very imperfectly performed) duty of sorting records for purposes of arrangement. He has simply to arrange them by their numbers.

INDEXING

The Disposal List is intended to be a guide to the records, but being only a numerical index, it has, in order to effectively serve its intended purpose, to be supplemented by a subject index. Such an index is therefore an important feature of the Disposal Number System. It is not very different from the index prescribed by our Record Rules for papers of the A class; only under the system here described, it will in-

include the more important among the "B" papers as well.

From what has been said above, it must be clear that the Disposal Number System is calculated to secure all the advantages that are legitimately to be expected from a system of correspondence. It is claimed for it, and with justice, that it prevents papers being overlooked or delayed while under disposal, that it provides a simple and satisfactory method of arranging them when done with, and that it enables the head of an office to control easily and effectively the entire operations connected with his correspondence, from the inception of a paper to its arrangement on the record shelves. It might perhaps be urged that it is complicated but the complexity is only apparent. When once understood, the system is not of course so simple as our present system, but quite simple enough to be worked by the average officials available to us.

N Mac Lennan
13/1/15

Pol No 7739-2-15

27

To

The First Assistant to the
Hon'ble the Resident in Mysore,
Bangalore.

S i r,

I am directed to inform you that the Durbar propose to depute Mr. N. Madhava Rao, Assistant Secretary to Government, General & Revenue Departments, to study the Disposal Number System of correspondence in the office of the Board of Revenue, Madras, and the Collector's office at Mangalore. I am to request ~~you~~ that the Madras Government may be kindly moved to permit Mr. Madhava Rao to visit the above mentioned offices for the purpose in view. The deputation will last for about a fortnight. ~~In case~~ Should the Madras Government kindly accede to these proposals, Mr. Madhava Rao will be asked to proceed to Madras early in March 1915.

I have &c.,

Offg. Secretary to Govt.

D no. 307/2-A. 22.2.15.

Pol no 1646 d 22-2-15

URGENT.

28

No. 1279.

File no 36-14 sl 2.

Copy

FROM

P. B. WARBURTON, ESQ., I. C. S.,

FIRST ASSISTANT TO THE RESIDENT IN MYSORE.

To

The Dewan of Mysore.

Dated Bangalore, 22nd February 1915.

SIR,

With reference to Mr. Narasinga Rao's letter No. 773 Pol., dated the 9th February 1915, I am directed to say that the Madras Government have instructed the Board of Revenue and the Collector of South Canara to afford all facilities to Mr. N. Madhava Rao when he visits the offices of the Board of Revenue and the Collector of South Canara to study the disposal system of correspondence in those offices .

I have the honour to be,

Sir,

Your most obedient servant,

P B Warburton

First Assistant Resident.

R. O. 2—R. P. B.—1-1915—1,000.

Proceedings of the Government of
His Highness the Maharaja of Mysore

Order No. 9483 dated 2- 3-1915.
F.D. 36-14-3

Mr.N.Madhava Rao, Assistant Secretary to Government, General and Revenue Departments, will be deputed to study the Disposal Number System in the offices of the Revenue Board, Madras and of the Collector at Mangalore, for about a fortnight in the month of March 1915. He will be given the usual travelling and halting allowances during the period of his deputation.

2. Mr.Madhava Rao is requested to ~~visit the offices early~~ and submit on the result of his studies, a report ~~of his study~~ soon after his return.

1.3.15
RC

25/2

Offg.Secretary to Government
General & Revenue Deptts.

To

The Comptroller, Mysore Government

24/2/15

No. 9484 A/2.3.N-

Copy forwarded to Mr.N.Madhava Ra with the information that the Madras Govt, have very kindly given the necessary instructions to the Board of Revenue and to the Collector of South Canara for giving him all facilities

facilities in the matter.

By Order,

Offg. Secretary to Government.

File also D/P

31

Mylapore
13th March.

My dear Mr. Narasinga Rau,

I have now finished my work in the Board's office and am proceeding to Mangalore tonight - I have also acquainted myself, as I promised to do in my former letter with the work of the Central Record office -

Yesterday I received the

letters of introduction to 3d messrs P. S. Sivaswami Iyer and P. Rajagopalachari. They are busy just now on account of the budget meeting of the Legislative Council. So I propose seeing them on my way back and getting with their help an opportunity of seeing the system of work in the Secretariat which I understand is much the same as that which is followed in the Bds' Office. I shall write to you again from Mayaveram —

Yrs Sincerely
N Madhava Rao

C.S. File with 25th Letter. Mr Francis's Diary

33

GOVERNMENT OF MYSORE

33. Eastward St
Mylapore

My dear Mr Narasinga Rao,

Yesterday & to-day I visited the Board's office and studied the work in two Sections. Tomorrow I intend visiting the Central Record office where all old papers are kept and those of historical interest are selected

have completed my study both here and in the Dr.

With regards

Yrs Sincerely

(M Nath)

P.S. I shall probably start for Mangalore on the 13th, but you will hear from me again before I proceed there

for publication. Before I have done with the Board's office I shall try, time permitting, to study the methods of compilation etc. followed in that office as regards agricultural and trade statistics, a subject in which, as you know, I have some interest, being member of a sub-committee (of the Economic Conference) appointed to consider it.

As regards the Diffosal Number System so far as I have examined it, it seems quite good but I shall offer my remarks ~~forwarded~~ till I

35

GOVERNMENT OF MYSORE

Mangalore -

Dear Sir, 18/3/15

My dear Mr Narasinga Rau,

As stated in my former letter I started from Madras on Saturday night and arrived here on Sunday evening. Monday and Wednesday (On Tuesday the offices were closed on account of New Year's day) I have been busy examining the System in the

collector's office. To-day I 36
shall go to the Taluk office
and finish my work here. I
shall take train to Madras
tomorrow morning and after
winding up my work at Madras
I shall return to Bangalore
Monday morning. None.
person.

Yours sincerely

N. Madhava Rau